Inviting Tenders for setting up of Call Centre at Gurgaon

RFP Reference No.: BL/IT/2015-16/CC/T001 dated 25.11.2015

SINCE 1867

बामर लॉरी एण्ड कं. लिमिटेड

Balmer Lawrie & Co. Ltd.

21, Netaji Subhash Road, Kolkata 700001

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Disclaimer

The information contained in the Tender document or information provided subsequently to applicants, whether verbally or documentary form by or on behalf of Balmer Lawrie & Co. Ltd. is provided to applicants on terms and conditions set out in this Tender document and all other terms and conditions subject to which such information is provided.

Notice Inviting Tender (NIT)

To,

M/s _____

_____

Dear Sir/Madam,

Balmer Lawrie & Co. Ltd. invites tenders for setting up of Call Centre at Gurgaon. Tender document can be downloaded from web site www.balmerlawrie.com

Request bidders to put their most competitive bid online as per the terms and conditions stated in the Tender Document:

1. Interpretation of General conditions of Contract – Section I
2. General Instruction to bidders – Section II
3. General Terms and Conditions-Section III
4. Eligibility criteria for bidders – Section IV
5. Technical Requirement (Back ground, Scope, Functional Requirement, Deliverables Evaluation Methodology) - Section V
6. All Annexure & Price Bid Format - Section VI
7. HSE Instructions Section VII

The bidders are advised to submit their most competitive offers complete in all respect and without any deviation.

It's a Two Bid System. The Tenderer would be required to submit their e-bids i.e. one for Functional and Technical Requirement along with all documents and its supporting documents stated in NIT and Tender and Second one as Price Bid. The Price bid has to be submitted online only in E-procurement price bid section.

Technical and Functional Bid shall comprise of (Scan Photo Copy/Supporting duly stamped uploaded for Technical and Functional requirement)

i. RFQ Bid form (RFQ bid submission letter) – This should be signed by an authorized person to act on behalf of the Bidder.
ii. Signed hard copy of RFQ document duly filled (all pages to be signed and stamped)
iii. All Forms and Annexure attached duly filled and signed and stamped.
iv. DD/BG towards Earnest Money Deposit
v. Earnest money amounting to and in the manner specified along with the Un-priced bid.
vi. Power of Attorney or other proof of authority (or a copy duly attested by a Gazetted Officer) of the person who has signed the tender.
vii. Detailed work schedule / bar chart establishing compliance with the time of completion.
viii. All Forms and Annexure attached
ix. Any other documents required in terms of this tender.

Price Bid Submission
Price Bid to be submitted online only in price bid section of e procurement website. Price bid submitted in technical bid envelope or in hard copy will lead to rejection of Tender.

Tender Submission

The Tenderer would be required to register on the e-procurement site https://balmerlawrie.eproc.in and submit their bids online.

For registration and online bid submission Tenderer may contact the following officials at the HELP DESK of M/s C1 India on browsing to the website https://balmerlawrie.eproc.in during business hours (10:00 a.m. to 06:30 p.m.) from Monday to Friday (Excluding holidays of the Company):

Ritabrata Chakraborty	ritabrata.chakraborty@c1india.com	**+91-86979 10411**
UjjalMitra	ujjal.mitra@c1india.com	**+91-77026 69806**
Rajesh Kumar	rajesh.kumar@c1india.com	**+91-96504 65143**

The Tenderer shall authenticate the bid with his Digital Certificate for submitting the bid electronically on e-procurement platform and the bids not authenticated by digital certificate of the Tenderer will not be accepted on the e-procurement platform.

All the Tenderer who do not have digital certificates need to obtain Digital Certificate **(with both Signing and Encryption Components).** They may contact help desk of M/s C1 India.

The Tenderer shall invariably furnish the original DD/BG towards EMD to the tender inviting authority so as to reach on or before the due date and time of the Tender either personally or through courier or by post and the receipt of the same within the stipulated time shall be the responsibility of Tenderer. The Company shall not take any responsibility for any delay or non-receipt. If any of the documents furnished by the Tenderer is found to be false/fabricated/bogus, the Tenderer is liable for black listing, forfeiture of the EMD, cancellation of work and criminal prosecution.

The bidders found defaulting in submission of hard copies of original Demand Draft for EMD and other documents to the Tender Inviting Authority on or before the stipulated time in the Tender will not be permitted to participate in the Tender.

The bidder has to keep track of any changes by viewing the Addendum / Corrigenda issued by the Tender Inviting Authority on time-to-time basis in the e-Procurement platform. There will be no further paper advertisement on this. Interested parties have to keep referring to the website for further information. The Company calling for tenders shall not be responsible for any claims/problems arising out of this.

The Tenderer should complete all the processes and steps required for bid submission. The successful bid submission can be ascertained once acknowledgement is given by the system through bid submission number after completing all the process and steps. M/s C1 India or Balmer Lawrie will not be responsible for incomplete bid submission by users. Tenderers may also note that the incomplete bids will not be saved by the system and are not available for the Tender Inviting Authority for processing.

Neither the Company (Balmer Lawrie & Co. Ltd.) nor the service provider (M/s C1 India) is responsible for any failure or non-submission of bids due to failure of internet or other connectivity problems or reasons thereof.

The hardcopies as explained above should reach the office of Senior Manager (IT), Corporate IT, Balmer Lawrie & Co. Ltd at 21, Netaji Subhas Road, Kolkata – 700 001, on or before the due date (05.12.2015 11:00 hrs.) of submission of tender.

Successful bidder shall be responsible for completion of the contract in all respect.

Balmer Lawrie reserves the right to accept or reject any tender or part of tender or to reject all tenders without assigning any reasons thereof.

This is merely a request for quotation and carries no commitment / obligation to award the contract. RFQ does not obligate BL to pay any costs incurred by respondents in the preparation and submission of the proposal. Furthermore, the RFQ does not obligate BL to accept or contract for any expressed or implied services. Queries/Clarifications should be addressed by email to mittal.r@balmerlawrie.com

Please acknowledge receipt and confirm your participation in this tender.

Thanking you,
Balmer Lawrie & Co. Ltd

Tender Schedule

S. No.	Particulars	Description
1.	Tender reference number	BL/IT/2015-16/CC/T001
2.	Earnest Money Deposit	Rs 35,000
3.	Tender Document Fee	NA
4.	Date of Publishing of Tender document on the website	25th November 2015 at 11:00 hrs
5.	Last date and time of receiving applicant's clarifications in writing	30th November 2015 by 10:00 hrs
6.	Last date and time for submission of Tender	05th December 2015 19:00 hrs
7.	Date and time of Technical Bid Opening	07rd December 2015 11:00 hrs
8.	Validity of Bid	180 days from opening of price bid
9.	Place of Submission of Bid	Ritu Mittal, Senior Manager (IT), 21, Netaji Subhas Road, Kolkata 700001. Balmer Lawrie & Company Limited. Phone No :033-22225207 mittal.r@balmerlawrie.com **Price Bid** https://balmerlawrie.eproc.in

Section– I
Interpretation of General Conditions of Contract.

1. GENERAL

The following general conditions shall be read in conjunction with the other conditions of contract, special conditions of contract, Technical Specifications etc. and shall be considered as an extension and not in limitation of the obligations of the Contractor. In case of discrepancy, if any, between these conditions the precedence shall be as stated elsewhere in the special conditions of contract.

2. DISCREPANCY IN TENDER DOCUMENT

Should there be any discrepancy, inconsistency, error or omission in the Tender Documents, the Tenderer shall bring it to the notice of the BL officer for necessary clarification / action. In the event such matters are referred to later the decision of the BL Officer directing the manner in which the work is to be carried out shall be final & conclusive and the tenderer shall carry out work in accordance with this decision.

3. SINGULAR AND PLURAL

Unless otherwise stated or repugnant to the context the singular shall include plural and vice-versa.

Section –II

General Instructions to Bidders.

1. Ethical Standard

A. Bidders are expected to observe the highest standard of ethics during the procurement and execution of this Contract. In pursuit of this policy, BL will reject the proposal for award if it determines that the Bidder being considered for award has engaged in corrupt or fraudulent practices in competing for the Contract.

For the purposes of this provision, the terms set forth below are defined as follows:

(I) "c*orrupt practice*" means the offering, giving, receiving, or soliciting of anything of value to influence the action in the procurement process or in Contract execution; and

(ii) "*fraudulent practice*" means a misrepresentation of facts in order to influence the procurement process

(iii) "*collusive practice"* means designs to establish bid prices at artificial, non-competitive levels to deprive BL of the benefits of competition.

B. By signing the Tender the Bidder represents that for the 'Contact centre Technology' it supplies/ customs build, it is either the Bidder/ OEM (if Bidder is not thedeveloper of product) or that it has proper authorization and/or license from the owner to offer them. Wilful misrepresentation of these facts shall be considered a fraudulent practice without prejudice to other remedies that BL may take.

2. EARNEST MONEY DEPOSIT

Unpriced Part should be accompanied by a Bank Draft or BG as per the attached format (Validity of which shall be three months from the date of Tender Opening) of Rs35,000.00 (Rupees Thirtyfive Thousand only) towards earnest money deposit (interest-free) executed by any scheduled bank drawn in favor of M/s Balmer Lawrie & Co Ltd payable at Kolkata. MSME and NSIC organization will be exempted from paying EMD Fee but they have to provide the supporting documents. Instructions for EMD are as follows:

2.1 The bid security shall be in the form of a Pay Order / Demand Draft drawn on "Balmer Lawrie & Co. Ltd." Payable at Kolkata, from a Scheduled or Nationalized Bank other than a Co-operative or Gramin Bank.
2.2 Any bid not accompanied with the prescribed bid security, shall be rejected by BL as non-responsive.
2.3 The EMD shall be refunded to the unsuccessful bidder(s) on submission of official request.
2.4 The bid security of the successful Bidder will be returned/ refunded when the Bidder has signed the Contract Agreement and furnished the required Performance Bank Guarantee.

3. Clarifications of bidding documents

Bidder can seek any clarification on RFQ document through written mail to mittal.r@balmerlawrie.com at least 6 working days prior to final submission date of RFQ document clearly mentioning the bidder name, contact no.

BL may at its sole discretion amend the RFQ Documents at any time prior to the deadline for submission of RFQ bid. However in case of such amendment, the RFQ submission date may be extended at the discretion of BL. Amendments made prior to submission of RFQ bid will be provided in the form of Corrigendum to the RFQ Documents.

4. Conditions for bid submission

The bidders shall upload their e-bids in the Scan Photo Copies prescribed in the RFQ documents. The bidder shall sign on the statements, documents, certificates owning responsibility for their correctness and authenticity.

A. Extension of RFQ bid submission

BL may, at its discretion, extend this deadline for submission of RFQ bids in which case all rights and obligations of BL and Bidders will thereafter be subject to the deadline as extended. Information on deadlines would be intimated through mail.

B. No Deviation

Please note that this is a no deviation and no assumption RFQ bid. Bidders should abide by all the terms and technical and functional requirement mentioned in this RFQ or further corrigendum as and when issued.

5. Bid Price

The e- bid price must be prepared in accordance with the instructions specified below:

a. The price bid should be completed as per the price bid format only in online mode.
b. The Basic price must take into account all incidental costs associated with the provision of services including travel, transportation, communications, fees,Licenses cost, cost of service from 3rd party for requested integration etc. imposed on the bidder in India or any other country.

6. Modifications and withdrawals of bids

The Bidder may modify or withdraw its bid after submission, provided that written notice of the modification or withdrawal is received by BL prior to the deadline prescribed for bid submission as mentioned in Tender Document.

7. Bid opening

Opening of Bids by BL

7.1 The tender will be opened on the same day or the day appointed for the same by BL. Offers received without Bid Security shall be rejected.

7.2 "Price Bid" shall not be opened by BL on the same day and same shall remain unopened in the e-procurement site until such time that technical evaluation is completed.

8. Preliminary examination of bids

a. BL will examine the bids to determine whether they are complete, whether the documents have been properly signed and whether the bids are generally in order. Any bids found to be non-responsive for any reason or not meeting the criteria specified in the Bidding Documents will be rejected by BL and shall not be included for further consideration. BL will also carry out a preliminary examination of any alternative bids submitted by Bidders.

b. Prior to the detailed evaluation, BL will determine whether each bid is complete, and is responsive to the Bidding Documents. For the purposes of this determination, a responsive bid is one that conforms to all the terms, conditions, and specifications of the Bidding Documents.

9. Clarifications

During the bid evaluation, BL may, at its discretion, ask the Bidder for a written clarification of its bid, which the bidder is bound to provide.

10. Award of Contract/ Purchase Order

- Evaluation of commercial bid shall be on overall basis considering both technical as well as commercial offer. Suitable weightage factor based on technical score shall be applied to determine the L1 position.
- Balmer Lawrie reserves the right to accept or reject any First (Original) or Updated bid, and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or any obligation to inform the affected Bidder of the grounds for such action.

11. Transfer of bid document

Transfer of bids submitted by one Bidder to another Bidder is not permissible.

SECTION III
General Terms and Conditions

1. The following terms shall have the meaning hereby assigned to them except where the context requires otherwise:-

i. Balmer Lawrie & Co.Ltd shall mean a Company registered under Indian Companies Act 1956, with its Registered Office at 21, N.S Road, Kolkata 700001 and its Authorised Officers or its Engineer or other Employees authorised to deal with this contract.

ii. "CONTRACTOR" shall mean the individual, or firms who enters into this Contract with Balmer Lawrie and shall include their executors, administrators, successors and assigns.

iii. "SITE" shall mean the place or places, including Project site where the system will be delivered and installed.

iv. "CONTRACT" or "CONTRACT DOCUMENT" shall mean and include the agreement, the work order, the accepted General Terms and Conditions of Contract, Special Conditions of Contract, Instructions to Bidder, etc.

v. Any conditions or terms stipulated by the bidder in the tender documents or subsequent letters shall not form part of the Contract unless specifically accepted in writing by Balmer Lawrie and incorporated in the Agreement.

vi. "TENDER SPECIFICATIONS" shall mean the Scope of Work, Special Instructions / Conditions, Technical specifications/requirement, etc, pertaining to the work and any other relevant reference in the Tender Document for which the Bidder are required to submit their offer.

vii. "APPROVED" "DIRECTED" or "INSTRUCTED" shall mean approved, directed or instructed by Balmer Lawrie.

viii. "SINGULAR AND PLURAL" etc. words carrying singular number shall also include plural and vice versa, where the context so requires. Words imparting masculine gender shall be taken to include the feminine gender and words imparting persons shall include any Company or Association or Body or Individuals, whether incorporated or not.

ix. "VALIDITY OF THE CONTRACT" The contract will remain valid till all the activities specified therein are completed in all respects to the satisfaction of Balmer Lawrie.

x. "COMPLETION OF THE CONTRACT" The contract will be treated as complete on full and final settlement of all Bills / invoices raised under the contract with no claim on either side.

2. Complaints, notices, communications and references shall be deemed to have been duly given to the Contractor, if delivered to the Contractor or his authorized agent /representative.

3. **Commencement of Work (BL Intends to issue PO the successful bidder**

The Contractor shall commence the work on specific intimation from Balmer Lawrie in writing or the time indicated in the LOI and shall proceed with the same with due expedition without delay. If the contractor fails to commence the work as per the terms of Order / Contract, Balmer Lawrie, at its sole discretion will have the right to cancel the Order / Contract. His Earnest Money and/or Security Deposit will stand forfeited without prejudice to any and all of Balmer Lawrie's other rights and remedies in this regard.

4. **Invoices and Payments**
   i. The Contractor will be required to raise the Invoice for the services rendered. The Invoices will have to be raised according to the explicitly agreed rates and payment terms of the contract.
   ii. The Service tax element to be shown separately in the invoice.
5. **Risk Purchase**

Balmer Lawrie reserves to itself the following rights in respect of this Contract without entitling the Contractor for any compensation.

i. If at any time during the currency of the contract, the contractor fails to render all or any of the services required under the scope of work of the contract satisfactorily in the opinion of Balmer Lawrie, whose decision shall be final and binding on the contractor, Balmer Lawrie reserves the right to get the work done by other parties or departmentally at the cost and risk of the contractor and also forfeit the security deposit.
ii. To recover any moneys due from the Contractor, from any moneys due to the Contractor under this or any other contract or from the Security Deposit.
iii. To claim compensation for losses sustained including Balmer Lawrie's supervision charges & overheads in case of termination of Contract.

6. **Observance of Local Laws** :

i. The Contractor shall comply with all Laws, Statutory Rules, and Regulations etc.
ii. The Contractor shall pay all taxes, fees, license charges, deposits, duties, tolls, royalty, commissions or other charges that may be leviable on account of any of the operations connected with the execution of this contract.
iii. The Contractor shall be responsible for the proper behavior and observance of all Regulations by the staff employed.

7. **Safety of Men, Equipment, Material and Environment:**

All safety rules, codes applied by Balmer Lawrie HSE Policy at site shall be observed by the Contractor and his workmen without exception. The Contractor shall be responsible for the safety of the equipment/materials and work to be performed by him.

8. **Force Majeure:**

The following shall amount to force majeure conditions:-

i. Acts of God, Act of any Government, war, blockades, Sabotage, riots, civil commotion, insurrection, terrorist acts, acts of Public enemy, Flood, Storms, Washouts, Fire, Explosion, landslides, lightning, Cyclone, Earthquake, epidemics, quarantine restrictions, arrest and restraints of the government, necessity for compliance with any court order, law ordinance or regulations promulgated by any governmental authority having jurisdiction, either federal /state /civil or military, strikes or other

industrial disturbances, lockouts and other similar causes / events over which the Contractor has no control.

ii. If the Contractor suffers delay in the due execution of the contract, due to delays caused by force majeure conditions, as defined above, the agreed time of completion of the work covered by this contract may be extended by a reasonable period of time provided notice of the happening of any such cause / event is given by the contractor to Balmer Lawrie within 14 days from the date of occurrence thereof.

iii. The Contractor by the reason of such events shall neither be entitled to terminate this contract nor shall have any claim for damages against Balmer Lawrie in respect of such non-performance or delay in performance and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist, and the decision of contractor as to whether the deliveries have been so resumed or not shall be final and conclusive.

iv. Force Majeure conditions will apply on both sides.

9. Prevention of Corruption

i. Canvassing in any form or any attempt to influence directly or indirectly any official of Balmer Lawrie will lead to rejection of the bid and forfeiture of the Earnest Money Deposit.

ii. Balmer Lawrie shall be entitled to cancel the contract and to recover from the Contractor the amount of any loss resulting from such cancellation, if the contractor has offered or given any person any gift or consideration of any kind as an inducement or reward for doing or intending to do any action in relation to the obtaining or the execution of the contract or any other contract with Balmer Lawrie or for showing or intending to show favour or disfavour to any person in relation to the contract with Balmer Lawrie , if the like acts shall have been done by any persons employed by him or acting on his behalf whether with or without the knowledge of the Contractor in relation to this or any other contract with Balmer Lawrie .

10. Arbitration

i. If any time, any questions, disputes or differences what so ever arising out of or in any way concerning the contract between Balmer Lawrie and the Contractors, the same shall be referred to the sole arbitrator i.e. Director (Services) or nominee appointed by him in writing. The arbitration shall be conducted in line with the provisions Indian ARBITRATION AND CONCILIATION ACT, 1996. The award of the arbitrator shall be final and binding on both the parties. The fees of the arbitrator, if any, shall be paid equally by both the parties

ii. The contract shall continue to be operated during the arbitration proceedings unless otherwise directed in writing by Balmer Lawrie or unless the matter is such that the contract cannot be operated till the decision of the arbitrator is received.

iii. The place of Arbitration will be 21, N S Road Kolkata 700001.

11. Laws Governing the Contract:

The contract shall be governed by the Indian Laws for the time being in force and only courts in Kolkata, India shall have jurisdiction over this contract.

12. Indemnity:

The Contractor shall indemnify and keep indemnified Balmer Lawrie all losses, claims etc. arising out of any of his acts or out of the acts of his agents or associates or servants during the currency of the contract.

13. Discrepancy in Words & Figures quoted in offer

If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.

14. Monitoring of the project

The Bidder would be required to update the Balmer Lawrie team on the progress of the project through weekly status reports and periodic steering committee meeting which may be once in 15 days.

15. Terms for Payment

The Contractor's request for payment shall be made to Balmer Lawrie in writing, accompanied by an invoice describing, as appropriate, the milestone completed. The Contract Price shall be paid in Indian Rupees in accordance with the Payment Schedule.

Payments shall be made promptly by Balmer Lawrie, but in no case later than sixty (60) days after submission of an original invoice along with the stipulated acceptance/delivery certificate signed by competent authority/Project Coordinator/Authorized Representative, unless there is a clarification that is sought by Balmer Lawrie within this time.

Payment will be done by EFT mechanism only

Payment Schedule –

P1 includes all Hardware Prices
P2 includes all Software prices
P3 includes all Services attached to the project
Kindly refer Price bid format in Annexure for details

Payment Amount	Payment Milestone
40% of P1	Delivery of Hardware
30% of P1	Installation of Hardware
30% of P2	Implementation of licences
20% of P3 + 10% of P1	Sign-off user acceptance test and trial run.
15% of (P2 + P3)	Submissions of deliverables as mentioned in the RFQ and Proposal
10% of (P2 + P3)	After completion of 45 days Hypercare
25% of (P2 + P3)	Initial OEM technical Training and agents handholding
5% of (P1+P2) + 10% of (P3)	Successful running of the application for 3 (three) months from the date of going live i.e On Completion certificate to be issued once Hypercare is over.
5% of (P1+P2) + 10% of (P3)	Successful running of the application for 6 (six) months from the date of going live i.e On Completion certificate to be issued once Hypercare is over.
10% of (P1 + P2 + P3)	Released on submission of equivalent amount of PBG from scheduled bank.
	AMC will be released yearly in Advance after issue completion certificate

I. Price

Bidder shall quote a firm price for the total product giving applicable tax breakup which includes cost of solution, customization (if any) , configuration, training to users, implementation, hand holding for 15 days, post go live support for 60 days (one person to be stationed at Contact Centre), traveling and accommodation (if any), warranty of product. Balmer Lawrie may ask for the activity wise break-up of the price after opening the price bid.

The price should be inclusive of all outstation travel, boarding/lodging and any out of your pocket expenses. No additional expense would be borne by Balmer Lawrie except the quoted price.

Bidder should supply a list of manpower they would engage pre and post completion of the project

Bidder should also state in the price bid the man-day/man month-rate and the validity period of price in case of future customization or modification or new development in the software.

Bidder should also state in the price bid the man-day/man month-rate and the validity period of price For on site support personal.

- **Quoted commercial should be valid for three years**
- **Bidders are requested to share the detailed OEM BOQ with part codes in OEM's letter head**
- **Bidders needs to submit OEM's support assurance/ continuation of quoted products at least for 5 years on OEM's letter head**

Price should be quoted only in e procurement site. Format for reference is attached as Annexure VI

16. Completion Period

Target date for delivery and installation of hardware/software components will be within 6 (six) weeks once Letter of Intent is issued. Complete Solution implementation and Go Live Schedule will be based upon mutually agreed Project Plan prepared by bidder.

17. Liquidated Damage

i) If the contractor is unable to complete the jobs specified in the scope of work within the period specified in NIT and as per the agreed schedule, it may request owner for extension of the time with unconditionally agreeing for payment of LD. Upon receipt of such a request, owner may at its discretion extend the period of completion and shall recover from the contractor, as an ascertained and agreed Liquidated Damages, a sum equivalent to 0.50% of contract value for each week of delay or part thereof. The LD shall be limited to 10% of the total contract value.

The parties agree that the sum specified above is not a penalty but a genuine pre-estimate of the loss/ damage which will be suffered by the owner on account of delay/ breach on the part of the CONTRACTOR and the said amount will be payable by the contractor without proof of actual loss or damage caused by such delay/breach.

(ii) Notwithstanding what is stated in Clause above, BL shall have the right to employ any other agency to complete the remaining work at the risk and cost of the Contractor, in the event of his failing to complete the work within the stipulated time or in the event progress of Contractor's work is behind schedule, as judged by the BL officer.

(iii) If in the opinion of the BL officer the works have been delayed beyond the day of completion -

(a) By force Majeure or

(b) By reasons of exceptionally inclement weather or

(c) By reason of civil commotion, illegal strikes or lock-out in which case the Contractor should immediately give written notice thereof to the owner.

Then the Owner may in writing make a fair and reasonable extension of time for completion of the works, provided further that the Contractor shall constantly use his best endeavor to proceed with the works. Nothing herein shall prejudice the rights of the Owner in this regard.

Section IV

Eligibility criteria for bidders

Parameter	Requirement Description	Supporting documents
Blacklisted	The company should not be currently blacklisted by any Govt. Department/ bank / institution in India or abroad	
Existence	Company should have been in existence in the last 5 years	Certificate of incorporation
Full Cycle Implementation Experience as Primary Contractor	The Bidder must have full cycle implementation experience of proposed call centre product in at least one organization in last five years (period ending Bid submission date) • One similar completed work costing not less than the amount equal to 80% of the offered cost. • Two similar completed work costing not less than the amount equal to 60% of the offered cost. • Three similar completed work costing not less than the amount equal to 40% of the offered cost.	Relevant Purchase Order and Project completion certificate from Customers of the referred projects
Bidder Presence	• The Bidder should have office in Delhi NCR • The project will be operated at multiple locations and bidder should be able to support likewise	Shops & Establishment Certificate from Appropriate Authority
OEM vendor authorization	In case the company is not an OEM (Contact centre and headset vendors)	Authorization certificate/ letter of Product from the Product Vendor/MAF (Format attached)
Financial stability of the bidder	The average net worth of the bidder must be more than 50% of the offered project cost during the Financial year 2014-15	Annual Report
Availability of Manpower	The bidder must have at least one Travel & tours Sector Expert having 5 years (or more) of experience in working across various functional areas of the sector in the delivery team	Self-declaration by bidder and CVs of the proposed team to be provided
Positioned in the leaders Magic Quadrant	Contact Center OEM should be positioned in the leaders Magic Quadrant for last 5 years.	Bidder should confirm in their letterhead that offered solution against this tender is from leader's quadrant of Gartner's report for 'Magic Quadrant for contact centre technology" or equivalent. Bidder need to submit latest Gartner Magic quadrant report or equivalent for Contact centre technology

R&D	OEM should have direct R&D center for last 5 years in India.	Documentary proofs
OEM Presence	OEM should be in India for more than 10 years in Contact Center domain.	Documentary proofs

OEM's Eligibility Criteria

- The OEM should have direct presence in Delhi NCR where the solution is being implemented to facilitate availability of spares and emergency hardware support. The OEM should have been operating in India for a period of at least 10 years from the Tender closing date.
- The following components preferably should be from the same OEM :

    1. IVR
    2. ACD
    3. Reporting Software
    4. Multimedia applications
    5. Media Gateway & other Hardware
    6. IP Phones
    7. LAN Switches

Section V
Technical Requirement

1. Background.

Balmer Lawrie Travel & Vacations provides domestic and international travel, ticketing, tourism and other travel related services to its clients.

To improve the customer experience, and to market the packages offered by the tours team it was felt to have an in-house "Balmer Lawrie Contact Center". The main advantage of having the in-house contact center will be in terms of dedicated, skilled and specialized manpower in Travel and Tours business. Additionally, in house contact center will help to leverage the social media and other digital media communication tools to enrich customer experience, which is missing in the existing setup. Also, the in house contact center would have the call recording facility which will help in quality assurance and grievances tracking. In future Contact Center will be extended to SBU: Logistics & G&L.

Scope of work includes implementation of Contact Center Technology at a designated place in India. The basic infrastructure (Office space / Agents etc.) will be provided by Balmer Lawrie & Co. Ltd. The requirement pertaining RFP is related only for the IT infrastructure setup, which may include setting up servers, network devices, storage, desktops / call center technology software (Inbound / Outbound) etc.

2. Requirement Document.

Phase 1: Immediate needs

- Contact Center Solution should support 30 Agents.
    - 20 Inbound agents.
    - 5 Outbound agents.
    - 2 Multimedia agents.
    - 3 supervisors.
- Solution should support Voice, Email and Chat channels.
- Announcement based basic IVR for customer segregation
- POP Up for Agents.
- Solution should support Social Media channels like Facebook, Twitter and Blog etc.
- Solution should support High Availability (HA) and Disaster Recovery (DR) Solutions.
- Solution should scale up to 250 Agents.
- DR will be provisioned with gateway, 1 PRI and 5 phones with Basic Routing.
- Reporting across all the channels.
- Voice Recording.
- Call back options for the Callers in queue and Abandoned Call back requests should automatically fed back into the Outbound campaign for calling.
- Manual Call back on a number mentioned in the email.
- Solution should cover 3 year AMC.
- Agents will use soft phones,
- URL Based Integration with the Customer Application.

- Call status reports considered.

Phase 2: Near future (the design and configuration should be such that Phase II can be easily implemented)

- IVR Self service
- Visual IVR for Balmer Lawrie Customers.
- Integration with CRM and IVR.
- Extend to other locations in India

3. Solution Scope

- Contact Center Select in High Availability Mode.
- IP Office Server Edition with High Availability.
- 4 E1 PRI for Incoming and Outgoing calls
- Reporting server.
- 25 Voice Inbound/Outbound agents and 3 supervisor for monitoring.
- Recording Solution.
- IP Soft Phones and hard phone for Agents to attend the call.
- POP up solution for Agents
- 2 Multimedia Agents for Email and Chat services.
- Progressive, preview outbound campaigns for outbound.
- Redundant core switch at main site
- Necessary Access switch as per Price Bid
- Headsets for 25 agents
- 10 IP Phones

Note : Necessary Hardware and software needs to be considered for end to end solution.

Scope of Work

As per our functional requirement the bidder has to provide end to end solution for the call center. BL will provide basic infrastructure facility like LAN cabling/UPS/DNS server/Internet/Agents/Connectivity

Functional Requirement Document.

i. Main Site	Description/ Function	Complied (Y/N)
Product		
1. Telephony	The system should be based on server-gateway architecture running on Linux OS supporting IP, Analog and Digital Extensions. Card based server	

	will not be acceptable.	
	Provided server should be 1U rack mountable, Xeon E5-2630, 2.3 GHz processor speed, 32 GB RAM or better.	
	The servers should be of industry standard makes like DELL/HP/IBM or equivalent only. The proposed server should be capable of supporting at least 2000 extensions in future. The expansion should not require any additional hardware.	
	The system should be capable of deployment on virtualized platforms like VMWare /Xen etc.	
	System should provide call control, mobility, IM and presence, and Messaging, centralized licensing in a single server.	
	System should have secondary/redundant server for additional capacity and resiliency.	
	The system should support standards-based multi-site networking, using QSIG, H.323 trunks or advanced networking, to interoperate with other PABX's, allowing feature transparency.	
	System should be able to provide backup/redundancy options in case of failure of one server for future enhancement.	
	The system should support BRI/ PRI/ SIP/T1/ E1/Analog Trunks.	
	The server should have in-built at least 2 nos auto-sensing 10/100/1000 Mbps LAN	
	The system should support internal MOH (Music on Hold), which should be uploaded using the .Wav file and should have an audio input port for external MOH connectivity	
	The system should be 19" rack mountable.	
	The system should have built-in minimum 128 party Secure pin based Meet-Me conferencing bank.	
	Multiple conferences with variable number of users should be possible within each of the conferencing banks.	
	System should be able to send emails to all the participants giving them the conferencing details	
2. Call Center	Contact Centre Hardware and Software MUST be from the OEMs who are positioned as the leader in LATEST Gartner magic quadrant of Contact Centre.	
	Contact Centre solution (ACD, CTI, Dialer, Recorder etc) should be from same OEM as the telephony.	
	Contact Centre Hardware Server should be server based and from HP/DELL/IBM or equivalent.	
	ACD system (Hardware & Software) shall be provided in 1:1 Hot Standby configuration	
	Contact centre Server should be in duplicated mode so that if primary server fails the second server should take care complete contact centre functionality automatically. No manual Intervention should required.	
	Contact Centre Equipment should support minimum 200 agents without changing the contact centre hardware.	
	Expansion to 200 agents should be performed by just adding licenses only.	
	It must have the latest released Operating System version available by the manufacturer. The supporting documentation of this requirement must be attached in the vendor technical proposal.	

	Proposed Contact Centre system should support Inbound, Outbound, Email, Chat, FAX, SMS, Webchat callback etc	
	Proposed System should have complete blend solution for agents	
	Proposed System Should handle upto five simultaneous contacts like Voice, Email, Chat, FAX, SMS	
	System should have the capability to route call/contact to best skilled agents.	
	System should support geographic redundancies.	
	System should have the capability to support multichannel agents across up to 30 locations from day of implementation.	
	System Should have inbuild progressive and preview outbound dialing with campaign manager.	
	system should support remote agents to work from different places.	
	System should have built in Graphical call flow designer.	
	System should have the capability to prioritize customers based on business strategies.	
	System should support Dynamic IVR and integration with backend system to provide details to customer if required in future by adding additional components but without changing the telephony and call centre equipments.	
	System should support multiplicity feature which allows an agent to handle multiple concurrent multimedia contacts. At any one time an agent can be active on a voice and multimedia contact.	
	Proposed System should support 50 Supervisor without changing the hardware.	
	Call centre hardware should be 1U Rack Mountable,2 Intel Xeon E5-2670 or equivalent 2.60GHz CPU, 8 GB RAM, Minimum 600 GB 2 Hard disk, with duplicated power supply or better	
3. Inbound ACD	Proposed System Should Have the below mention features	
	Caller ID	
	Hold	
	Hold Music (Music on Hold)	
	Direct Inward Dialing (DID/DDI)	
	Transfer	
	On Hook Dialing	
	Incoming Call Routing	
	Conference Calls	
	Make Call	
	Drop Current Call (Release)	
	Supervised Transfer	
	Complete Transfer	
	Join Conference	
	Get Status	
	Get Call Capabilities	
	Get Data	
	Delete Data	

	Get/Set UUI	
	Send DTMF (for example, card number to IVR)	
	Consult	
	Call routing based on the caller CLI	
	Skill based Agent Routing	
	Configurable Call Tree	
	IP Based Softphone	
	Screen PopUp	
4. Email	System Should Have the below mentioned features for Email Functionality	
	Complete blend features should be available	
	Email should be routed to agent based on address where the contact is received, the text in the email message or the sender.	
	Email message will be assigned to a skillset with a priority and then to an agent who can handle the contact based on the received criteria.	
	System Should Have the capability to view real-time traffic reports for email messages	
	System should have the capability to configure the Supervisor Email approval feature so that supervisors can approve email messages before they reach the customers.	
	Some or all of the email messages can be sent for supervisor approval	
	Email messages targeted for supervisor approval on a per skillset basis or per agent basis.	
	System Should support different rules for email routing to agents	
	System should sent automatic initial email response when the email arrives at the contact centre.	
	The email response should contain the email address to which the customer sent the original email message.	
	System should support auto-rejection of email messages from all skillsets based on keyword	
5. Chat	System Should Have the below mentioned features for Chat Functionality	
	Complete blend features should be available	
	Should provide welcome messages for all contacts	
	Should have specialized messages for each skillset	
	Should have labels in the text-based conversation to identify the text written by the customer and agent	
	Should be able to send a copy of the transcript of the Web communication contact to the customer when the contact is complete	
	Alert should be there to indicate when the agent or customer stops responding in the Web communication contact	
	System should have automatic phrases to configure text for agents to automatically insert in the text-based conversation	
	System should have feature of page push URLs, a predefined URL that is commonly sent to customers	
	An agent-supervisor can observe or participate in any currently active agent-customer Web communications chat session	
	Should support transfer the chat communication to different skill set agents	

	Agent-supervisors using Agent Desktop should display of all such applicable Web communications and Voice contacts currently active	
6. Outbound	System Should Have the below mentioned features for Outbound Functionality	
	Proposed outbound system should support progressive, preview dialing.	
	Web based GUI for easy enable/disable agents skills.	
	Route calls to the most appropriate resource.	
	Should support 'Preview' customer information before placing call.	
	Should support Defined Agent scripts	
	Should support Campaign creation/scheduling/priority	
	Should Have Monitor real time progress functionality	
	Should Support Review and update customer information	
	Should have End a call and assign a disposition code	
7. Recording	System should have in-built capability to automatically as well as manually record and store calls into any voicemail box or a central database, for later retrieval, sorting, searching through a web-based browser interface	
	Recordings should be able to be made on the basis of:	
	User ID	
	Account code	
	Hunt Group	
	Caller ID	
	Incoming call route	
	Time profiles	
	System should support automatic deletion of oldest recordings, if needed	
	System should support G.726 16kbps ADPCM standard for compressing and storing recordings, providing the best compromise between CPU loading and storage space	
	Recorder Should have Search and replay for the calls recorded	
	System should have capability to pause the recording while putting confidential information like card number and etc.	
	Bulk or Individual call recording	
8. Reports	Should have Web-Based Administrator and Supervisor Application	
	Should provide real-time and historical reports	
	Inbound Call History	
	Inbound Call Received by Agents & Call Duration	
	Outbound Call History	
	Outbound Call Dialed Number with Duration	
	Agent Call Received History	
	Day/Month Wise Inbound/OutBound Call Details	
	Total Dropped call Details	
	Abandoned call report	
	Reporting, Real Time Displays	
	Should have Time-Line Display in real-time reports	

	Should have Agent MAP	
	Should have Interactive Dashboard	
	should provide Contact Summary Report	
	should provide Activity Codes wise report	
	should provide Source of Disconnect of the calls	
	Should provide agent based, skill based reports	
	System should have minimum 30 predefined reports	
	Report should be exported to word, XLS and PDF format	
	Customizable Graphical Wallboards	
	Should have Browser based Administration	
	Should have Remote Agent Logout	
	Agent Performance	
	Multimedia Reports	
	Outbound Reports	
	Contact Summary Reports	
	Call-By-Call Reports	
	Configuration Reports	
9. Agent Desktop Client	Agents front end interface should have the below mentioned features and functionalities	
	Agent Login	
	Agent Logout	
	Ready	
	Not Ready	
	ACD Set Activity Code	
	ACD Set Not Ready/Reason code	
	Observe call	
	Barge In	
	Call Supervisor	
	Emergency Key	
	Redirect to another group	
	Agent Desktop flags any Web Communications contacts where certain intrinsic values exceed the defined threshold	
	Agent Desktop should displays live skillset-related statistics as below	
	Refresh: Reloads and resets the skillsets list in the skillset	
	Statistics should show in pie or bar chart	
	It should display the number of Agents available and not ready	
	Should Displays the maximum time the customer has to wait before being connected to an agent.	
	Should Displays the number of calls waiting	
	Should provide alerts for skillsets, whose Service Level falls below the threshold defined	
	It should Display Agent statistic chart	
	Should allow to enable service level alerts	

	It should displays assigned skillsets, contacts waiting	
	Supervisor should be able to change Agent status from ready to not ready and vise-e versa	
	Agent Desktop should have be able to perform the below mentioned telephony task	
	Accept and decline incoming contacts	
	Enter an Activity code	
	Enter an After Work Call Item code	
	Place and release a call on hold	
	Transfer a call to another party	
	Conference a call	
	Join two calls (if available)	
	End a call	
	Call a supervisor	
	Enter DTMF Digits	
	Handle an emergency	
10. Custom CTI Screen POP	Observe and barge-in on a voice contact	
	There Should be two different customized screen pop two different sets of agents	
	Local database has to be created which will be update using customer details	
	All CTI screen pops will happen through this staging DB	
	In case a record is not found the same need to be created in staging DB and also parallel agent will create it on main database	
	Contact should be able to search based on the unique numbers	
	There should be a periodic sync to update the local database with master database	
	New customer details with other information should be automatically updated to the local database	
11. Switch	Switch Specification A. Access Switch: 1. 24 10/100BASE-TX ports with 2 Combo 10/100/1000BASE-T or SFP ports 2. Switch should support atleast 12 Gbps switching fabric & 9Mpps packet forwarding rate 3. Switch should support stacking capability from day 1 4. Switch should support basis routing feature without changing the hardware	
12. IP Phone	IP Phone specification 1. It should support both H.323 & SIP 2. It should have atleast 8 buttons 3. It should support dual NIC support	
13. Head Sets	Head Set Specification 1. Noise cancelling microphone reduces background noise. 2. Lightweight & comfortable. 3. Monaural and Binaural wearing styles. 4. Headset has Quick Disconnect feature.	

	5. As a Supervisory headset, it can be used for Call barging.	
ii. DR Site	Description/ Function	Complied (Y/N)
	DR Site should have an communication system to support call centre calls incase of disaster at main location	
	DR site should have 5 telephony extension to get the calls during disaster	
	DR Site should have 1 PRI to get the calls	
	All users should have IP Hard Telephone.	
	Basic Announcement should be there to greet the callers.	

4. Evaluation Methodology

- Evaluation of commercial bid shall be on overall basis considering both technical as well as commercial offer. Suitable weightage factor based on technical score shall be applied to determine the L1 position.
- Balmer Lawrie reserves the right to accept or reject any First (Original) or Updated bid, and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or any obligation to inform the affected Bidder of the grounds for such action.

Evaluation Criteria

- The objective of using this evaluation methodology is to facilitate the selection of the most optimal solution which would be technically qualitative and commercially cost effective (Total Cost of Ownership) over a period of 5 years that appropriately meets the business requirements of BL. The bid would be first evaluated on technical capability and then on the financials. All bids shall be evaluated by an Evaluation Committee set up for this purpose by the BL. The evaluation shall be on the basis of quality of the solution & services offered and the price quoted.
- The Technical Evaluation shall have the weightage of 100 marks for evaluation, and this weightage shall be taken into consideration for arriving at the overloading factor on the commercials of the Bidder.
- The technical proposals will be subjected to evaluation at the first stage. The bidders scoring less than 60 marks (cut-off marks) out of 100 marks in the technical evaluation shall not be considered for commercial opening of the bids. Once the evaluation of technical proposals is completed, the bidders who score more than the prescribed cut-off score will only be short-listed for commercial opening of the bids.

Methodology

Sl.No	Description	Weight-age	Comments
1.	Compliance to Pre Qualification criteria as mentioned in the Scope Document	20	
2.	Compliance to Functional Requirement as mentioned in the Scope Document.	60	

3.	Approach and Methodology for Implementation and Support, Timeline for the implementation	15	The approach and methodology has to be explained and submitted along with Tender Document. A clear project plan with milestones and deliverables is required.
4	Key resource profile and deployment plan	5	As mentioned in the CV list.
	Total	**100**	

Price bids will be opened after technical evaluation for those bids which have secured at least 60 marks. Evaluation of Price Bid will be based on the relative competitiveness of the bids based on Total Cost of Ownership (TCO) of the solution to BL. Following will be the logic of TCO mode through which the financial bid will be evaluated for relative competitiveness

1. Bidder scoring 71 – 80 in technical score – TCO will be scaled up by 1.4 times (TCO mod = Original TCO*1.4)
2. Bidder scoring 81 – 90 in technical score – TCO will be scaled up by 1.2 times (TCO mod = Original TCO*1.2)
3. Bidder scoring 91 – 100 in technical score – TCO will be scaled up by 1.0 times (TCO mod = Original TCO)

5. Deliverables

i. The blue print of proposed hardware and network infrastructure.
ii. Detailed Business Process Plan for the complete solution.
iii. Detailed Project Plan with timelines and milestones, Quality Processes to be followed, Methodology/Project Governance mechanism.
iv. Hardware & Network Specification for proposed contact centre solution.
v. Documentation on High Level BL customized solution of system after SRS sign-off.
vi. User Manual, System Admin Manual, System and Operational Flow diagram, Test Scripts before start of UAT.
vii. Customized and Configured System as per Balmer Lawrie's requirements needs to be Implemented in the Production Environment along with Master Data and relevant Business Process data for commencing operations
viii. The bidder shall train Balmer Lawrie employees for operation and maintenance of the proposed Contact centre system.
ix. The bidder shall also train the BL technical team to facilitate their understanding of the software for routine maintenance and minor improvements (OEM training free of cost)
x. Go Liveand Post Go-Live Support.
xi. 45 days Hypercare after Go Live.
xii. Complete documentation.
xiii. Warranty Support
xiv. AMC Services
xv. Patches updated after go-live during period of warranty or till service provider maintains the product in the form of AMC needs to be delivered to BL.
xvi. Project Status reports on weekly basis outlining plan, progress as per plan, risks and achievements.
xvii. Backup and restoration strategy, plan and demonstration.
xviii. Bidder should suggest service improvement plans quarterly.
xix. Bidder should suggest technical improvements in the system during the contract period

Contract Completion Certificate

Contract Completion Certificate for the supplied Hardware & Software shall be issued by BL after successful completion of warranty period, when Performance has been established in an integrated manner with other Systems / Services in normal operations. Bidder has no other obligation under agreement. Submission of final documentation incorporating all the modifications in requisite sets, Removal of all defects noted during commissioning and fulfillment of training requirements, Completion of defect liability during warranty period.

Note:

- The bidder should provide compliance statement for all the above specifications of technical requirements against each item.
- All relevant product information such as user manual, technical specifications sheet etc. should be submitted along with the offer. Failure to submit this information could result in disqualification of the bid.
- Hard copy of supporting documents or documentary proof for all the above criteria i.e. Bidder's and OEM's eligibility criteria, Technical Specifications etc. should be submitted in the envelope containing technical bid.

6. **Storage Solution**
   Bidderneeds to configure the product supplied storage at BL's Data Centre along in coordination with BL Team if required at later stage.

7. **Availability**
   The product provided should be configured in high availability mode. Availability of the Logistics Management System should be 99.9% uptime to be analyzed on quarterly basis.

8. **<u>Maintainability, Warranty Support, Annual Maintenance Contract and Additional Developments</u>**

The scope under warranty and AMC shall cover to provide services as described below:

All equipment including Hardware andsoftware in this tender should be monitored and serviced in such a manner to ensure maximum uptime and performance levels. **The guarantee / warranty should be of highest nature extended by the bidder.**

a) Maintainability

The Bidder will have to submit undertaking of requisite support/patches/upgrades for the maintainability of the product for a period of Four (4) years from the date of go live at the final location. All activities should be carried out in coordination with BL IT team.

b) Warranty support

Provide on-site/off site comprehensive warranty for the supplied product / system / subsystems (software) for a period of 1 (one) years. The product should be guaranteed / warranted against all bugs and failure and such guarantee / warranty shall include fixing of Bugs/ patches/ updates free of cost. All warranty shall be onsite/off-site. The bidder should also ensure that the highest level SLA (24 x 7 support with maximum resolution time of 2 hours is adhered to and this must be articulated in the bid response as well. Warranty shall also cover the following:

- Warranty period will be from go-live for a period of 1 year.
- Installation / re-installation / maintenance / reconfiguration of product, databases ,OS , System software and other supplied software
- All system patches, upgrade, service packs etc. of the product, OS, tools and all other software supplied by the 3rd party must be made available free of cost.
- Support for integration and update of infrastructure / network configuration and change management of the entire solution (existing as well as that procured as scope of this product) to meet business requirements.
- Any change in the IP scheme, if required, limited to all the equipment installed at the Data Centre should be done in consultation with BL's Network Manager.
- All activities should be carried out in coordination with BL IT team.

c) **Annual Maintenance Contract (AMC)**

- AMC will start after successful completion of 12 months of Warranty period from the Go Live Date.
- The bidder would be responsible to undertake AMC activities for a period of at least 3 years (renewable yearly) after the warranty period.
- Bidder has to quote AMC (item no 1 of Price Bid).
- The AMC contract should cover the services which the supplier provided under warranty.
- BL reserves the right to cancel the AMC contract after giving 3 (three) months of notice. In case service provided under AMC is not satisfactory. In such case, BL shall execute an AMC contract with any other party for the balance period, at the risk and cost of the bidder.
- The AMC shall include (but not limited to) :
    a. Provide on-site/off-site comprehensive support for the supplied product along with peripheral software/tools used in the product. Such support should include fixing of bugs/ patches/ upgrades of the same and must be considered within the scope of the project.
    b. Installation / re-installation / maintenance / reconfiguration of product, OS, system software and order supplied software.
    c. All system patches, upgrade, service packs and all other software supplied by the 3rd party must be made available free of cost.
    d. Support of integration and update of infrastructure / network configuration and change management of the entire solution (existing as well as that procured as scope of this tender) to meet business requirement.
    e. Any change in the IP scheme, if required, limited to all the equipment installed at Data Centre should be done in consultation with BL's Network Manager.

d) Additional Developments

Balmer Lawrie may request the bidder to provide development services for features and functionalities outside the depicted scope but related to the Contact centre Solution. The bidder is required to provide an effort estimate, which will then be utilized along with the man-day/man-month rate as the Bidder's price bid, to arrive at the value of such developments.

9. Performance Bank Guarantee

- The Contractor shall provide the Bank Guarantee from Scheduled Bank in favour of Balmer Lawrie at the times and in amount, manner and form specified in Annexure III. The security deposit shall be for the due and faithful performance of the contract and shall remain binding notwithstanding such variations, alterations or extension of time as may be made, given, conceded or agreed to the Contractor and the Purchaser.

- The security deposit furnished by the Contractor will be subject to terms and conditions of the contract finally concluded between the party and the Purchaser will not be liable for payment of any interest on the security deposit or any depreciation thereof, or in case of bank deposit receipt, any loss resulting on account of failure of the bank. The security deposit shall be refunded/ bank guarantee released on application by the Contractor after the expiry of the guarantee period and after he has discharged all his obligations under the contract.

- 10% of the project cost(P1 + P2 + P3 + AMC for 1st Year)can be released on issuance of completion certificate by Balmer Lawrie only if Performance Bank Guarantee from schedule bank is submitted by the bidder for an amount of 10% of the project cost.

10. Performance Standard

The System should ensure the performance and responses are according to the SLA. An indicative SLA is given in Annexure IX

11. Software and Tools

All Software to be supplied under the scope of the project must be of current versions that are currently supported by their originator. Software tools must be compliant with generally accepted standards. All required Licenses for any of the component must be provided in the name of **Balmer Lawrie**

12. Inspection and User Acceptance Tests

BL reserves the right to carry out inspection and / or test any components of the supplied Systems to confirm their good working order and/or conformity to the Contract.

The total product will go under User acceptance test performed by BL users with migrated data. After complete user acceptance test only product will be deployed in live environment and will be treated as implemented after successful running of product for 60 days.

13. Completion Certificate

BL will issue a completion Certificate on successful going live and smooth running of application for 12 months from the date of go live(completion of warranty)

Section VI
Annexure & Price Bid Format

ANNEXURE – I

BANK GUARANTEE VERIFICATION CHECK LIST

	CHECK LIST	YES	NO
I.	Does bank guarantee compare verbatim with standard Balmer Lawrie & Co Ltd proforma for BG	_____	_____
II. a.	Has the executing officer of the BG indicated his name, designation and power of attorney No./ Signing Power No. etc. on BG	_____	_____
b.	Is each page of BG duly signed/initialled by the executant and last page is signed with full particulars as required in the Balmer Lawrie's standard proforma of BG and under the seal of the Bank.	_____	_____
c.	Does the last page of the BG carry the signature of two witnesses alongside the signature of the executing Bank Manager	_____	_____
III. a.	Does the non-judicial stamp paper for BG purchase in the name of BG issuing Bank	_____	_____
b.	**Is the BG on non-judicial Stamp paper of value Rs. 100/- (Rupees One Hundred only)**	_____	_____
c.	Is the date of sale of non-judicial stamp paper shown on the BG and the stamp paper is issued not more than six months prior to date of execution of BG	_____	_____
IV. a.	Are the factual details such as bid specifications No., LOI No., Contract price etc. correct ?	_____	_____
b.	Whether over-writing/ cutting, if any on the BG authenticated under signature and seal of executant	_____	_____

V. a.	Is the amount of BG in line with contract provisions/agreement/tender	_____	_____
b.	Is the validly of BG in line with contract provisions/agreement/tender	_____	_____
VI.	Covering letter from bank enclosed with the BG	_____	_____
VII.	BG shall be from a Nationalised/ Scheduled Bank only	_____	_____

ANNEXURE - II

PROFORMA OF BANK GUARANTEE FOR EARNEST MONEY DEPOSIT

(ON NON-JUDICIAL PAPER OF APPROPRIATE VALUE)

To

Balmer Lawrie & Co. Ltd.
Engineering & Projects
21, Netaji Subhas Road
Kolkata – 700 001

Whereas …….. (Name of the bidder) (hereinafter called "the Bidder") has submitted its bid for the …….. (purpose) (hereinafter called "the Bid") against Tender reference No. BL/IT/2015-16/CC/T001dated …….. M/S. BALMER LAWRIE & CO. LTD., 21 Netaji Subhas Road, Kolkata – 700 001.

The conditions of Tender provide that the Bidder shall pay a sum of Rs……. (Rupees …….. only) (hereinafter called "the said amount") as full Earnest Money Deposit in the forms therein mentioned. The forms of payment of Earnest Money Deposit include guarantee to be executed by a Scheduled Bank.

The said ……. (name and address of the Bidder) have approached us and at their request and in consideration of the premises we, …….. (Name of the Bank) having our office at ……(address of the Bank) have agreed to give such guarantee as herein after mentioned.

Know All Men by these presents, we, ……..(name of the Bank) of …….(address of the Bank) having our office, inter alia, at …….. (hereinafter called "the Bank") are bound unto BALMER LAWRIE & CO. LTD……(address) (hereinafter called "the Purchaser") in the sum of Rs. …… (Rupees …… only) for which payment will truly be made to the Purchaser, the Bank binds itself, its successors and assigns by these presents this ……. day of …… 2012.

THE CONDITIONS of this obligation are :

1. If the Bidder withdraws its Bid during the period of bid validity specified by the Bidder on the bid form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of bid validity;
    a) fails or refuses to execute the Contract Form if required; or

b) fails or refuses to furnish the Performance Security, in accordance with the instructions to Bidders.

We undertake to pay the Purchaser up to the said amount upon receipt of its first written demand, without the Purchaser having to substantiate their demand, provided that in their demand the Purchaser shall mention that the amount claimed by them is due owing to the occurrence of one or both of the two conditions.

This guarantee will remain in force upto …… (date of expiry) including the ….. days after the period of the bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

Notwithstanding anything contained herein :

i) Our liability under the Bank Guarantee shall not exceed Rs. …… (Rupees …….. only)

ii) This Bank Guarantee shall be valid upto …….

iii) We are liable to pay the guaranteed amount or pay part thereof under this Bank Guarantee only if you serve upon us a written claim or demand on or before …… (last date of validity)

We, …… (name of the Bank) undertake not to revoke this guarantee during its currency except with your previous consent in writing.

We have power to issue this guarantee in your favour under our Memorandum and Articles of Association and the undersigned has full power to do and execute this Guarantee under the Power of Attorney dated …… day of …….. 2015 granted to him by the Bank.

Yours faithfully,

(Specimen Signature)

ANNEXURE III

BANK GUARANTEE AGAINST PERFORMANCE

(ON NON-JUDICIAL PAPER OF APPROPRIATE VALUE)

Letter of Guarantee No.

Dated : the day of

THE GUARANTEE is executed at Kolkata on the day of ……by ……..(set out full name and address of the Bank) (hereinafter referred to as "the Bank" which expression shall unless expressly executed or repugnant to the context or meaning thereof mean and include its successors and assigns).

WHEREAS Balmer Lawrie & Co. Ltd. (local address), ……. an existing company within the meaning of the Companies Act, 1956 and having its Registered Office at 21, Netaji Subhas Road, Kolkata – 700 001 (hereinafter referred to as "the Company") issued a Tender being No. dated (hereinafter referred to as "the said Tender") for (set out purpose of the job) and pursuant thereto Messrs/ Mr. ……(set out full name and address of the Contractor) (hereinafter referred to as "the Contractor" which term or expression wherever the context so requires shall mean and include the partner or partners of the Contractor for the time being/his/its heirs, executors, administrators, successors and assigns) (delete which are not applicable) has accepted the said Tender and field its quotation.

AND WHEREAS the quotation of the Contractor had been accepted by the Company and in pursuance thereof an Order being No……. dated ……. (hereinafter referred to as "the said Order") has been placed by the Company on the Contractor for (set out purpose of the job).

AND WHEREAS under the terms of the said Order the Contractor is required to furnish the Company at their/his/its own costs and expenses a Bank Guarantee for Rs…….(Rupees …….. only) as performance guarantee for the fulfilment of the terms and conditions of the said Tender and to do execute and perform the obligations of the Contractor under the Agreement dated the …….. day of …….. (hereinafter referred to as "the Agreement ") entered into by and between the Company of the one part and the Contractor of the other part, the terms of the said Tender and the terms contained in the said Order which expression shall include all amendments and/or modifications/or variation thereto.

AND WHEREAS the Contractor had agreed to provide to the Company a Bank Guarantee as security for the due performance of their/his/its obligations truly and faithfully as hereinbefore mentioned.

NOW THIS GUARANTEE WITNESSETH as follows :

1. In consideration of the aforesaid premises at the request of the Contractor, we …….. (set out the full name of the Bank) the Bankers of the Contractor shall perform fully and faithfully their/his/its contractual obligations under the Agreement dated the ……. day of …….. Entered into by and between the Company of the one part and the Contractor of the other part, the terms and conditions of the said Tender and the said Order.

2. We, ……. (set out full name of the Bank) do hereby undertake to pay to the Company without any deduction whatsoever a sum not exceeding Rs…… (Rupees ……. only) without any protest, demur or proof or condition on receipt of a written demand from the Company stating that the amount claimed is due by way of loss and damage caused to or would be caused to or suffered by the Company due to bad workmanship or by reason of breach of any of the terms and conditions of the Agreement, the said Tender and the said Order hereinbefore mentioned.

3. The Guarantee is issued as security against due performance of the obligations of the Contractor or under the Agreement aforesaid and the said Tender and the said Order hereinbefore mentioned and subject to the conditions that our liabilities under this Guarantee is limited to a maximum sum of Rs……. (Rupees ……. only) or the amount of loss or damage suffered or to be suffered by the Company in its opinion at any period of time, whichever is lower.

4. We, …….. (set out full name of the Bank) further agree that the undertaking herein contained shall remain in full force for a period of months from the date of the satisfactory execution of the Contract.

5. This Guarantee shall not be affected by any amendment or change in the Agreement or change in the constitution of the Bank and/or the Company and/or the Contractor.

6. We …….. (set out full name of the Bank) undertake not to revoke this Agreement during its currency except with the previous consent of the Company in writing.

7. All claim under this Guarantee must be presented to us within the time stipulated after which date the Company's claim/right under this Guarantee shall be forfeited and we, …….(set out full name of the Bank) shall be released and discharged from all liabilities hereunder.

8. This instrument shall be returned upon its expiry or settlement of claim(s) if any, thereunder.

9. Notwithstanding anything contained hereinbefore our total liabilities under this Guarantee shall not exceed a sum of Rs…….. (Rupees …… only) and unless a demand or claim in writing under this Guarantee reaches us on or before the date of ……. (last date of claim) and if no claim is received by us by that date all rights and claims of the Company under this Guarantee shall be forfeited and we, ……(set out full name of the Bank) shall be released and discharged of all our liabilities under this Guarantee thereafter.

10. We have power to issue this guarantee in your favour under our Memorandum and Articles of Association and the undersigned has full power to execute this Guarantee under Power of Attorney dated the …… day of …… granted to him by the Bank.

Place :

Date :

_____

SIGNATURE OF TENDERER

ANNEXURE IV

Bid form – Techno-Commercial Bid Submission *for setting up of Call Centre at Gurgaon*

Bidder's Ref. No. ----------

Date:

To

Abhishek Agarwal
CIO
Balmer Lawrie & Co Ltd
21, N.S. Road, Kolkata 700001

Dear Sir,

Having examined the bid documents, including Addendum, if any, the receipt of which is hereby acknowledged, we, the undersigned, offer the above-named Facilities in full conformity with the said bidding documents for the sum as mentioned in Price Bid or such other sums as may be determined in accordance with the terms and conditions of the Contract.

We further undertake, if invited to do so by you, and at our own cost, to attend a clarification meeting at a place of your choice.

We undertake, if our bid is accepted, to commence execution of work of the Solutionand to achieve completion within the respective timelines stated in the bid documents / quoted by us in our bid.

If our bid is accepted, we undertake to provide Performance Bank Guarantee(s) in the form, amount, and within the time specified in the bid documents.

We agree to abide by this bid, which consists of this letter and Attachments hereto, for a period of 180 (One hundred & eighty) days from the date fixed for submission of bids as stipulated in the bidding documents, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period unless otherwise extended mutually.

We note that a formal Contract/ Purchase Order would be prepared and executed between the Company and the successful bidder.

We understand that you are not bound to accept the lowest or any bid you may receive and in-turn we will not have any rights to raise any claim, whatsoever it may be, due to or arising out of rejection of our bids.

_____ [signature with office seal]

In the capacity of _____[Designation]

Duly authorized to sign this bid for and on behalf of_____[Name of the bidder]

Annexure V

Sub : **Undertaking for maintainability of technology *for Call Centre at Gurgaon***

Ref :BL/IT/2015-16/CC/T001

I/We …….(Name) …….. (Designation) for and on behalf of M/ s …….. (Name of the firm), hereby, solemnly affirm to give an undertaking that I/We will, give an undertaking to make availability of requisite patches/upgrades/new developments for the maintainability of Four (4) years from the date of receipt of completion certificate.

Signature of Authorized Signatory with office seal

Designation

Name :

Place :

Date :

Annexure VI

Sub : Undertaking for manpower deployment for *technology of Call Centre at Gurgaon*

Ref :BL/IT/2015-16/CC/T001

I/We …….(Name) …….. (Designation) for and on behalf of M/ s …….. (Name of the firm), hereby, solemnly affirm to give an undertaking that I/We will, give an undertaking that we will be deploying the following tentative persons or persons with same category for the project.

Sl No.	Name	Project Phase	Qualification	Years of Experience	Experience of project handled

Signature of Authorized Signatory with office seal

Designation

Name :

Place :

Date :

Annexure VII

Price Bid Format (Please Quote for Price Bid only in E-procurement Site)

Ref : BL/IT/2015-16/CC/T001

Price bid is to be submitted for *setting up of Call Centre at Gurgaon.*Given below is the price bid summary table. The bidder should quote for the following (only in Price Bid Section of E proc site)

Note:

1. The successful bidder would be obliged to provide AMC services for a period of 3years (renewable yearly) at the yearly rate mentioned in the completed price bid (if Balmer Lawrie decides to renew the AMC).
2. BL will conclude TCO(Total cost of Ownership) on basis of total cost of P1, P2, P3 and AMC components.
3. BL will use weightage factor on the basis of section Evaluation Methodology to arrive at L1

For each item, the bidder should include the following details. This form shall be available in the e-procurement site for each item of the price bid.

Price Bid for Solution

Type (HW/SW / Services)	Component Description	Specification	Quantity (x)	Price in INR (Y)	Total Price in INR (A)	Tax (VAT and other local tax) on Supply unit rate (B)	Service Tax on I&C Unit Rate (C)	Total cost A+ B+C)
Hardware (P1)	Duplicated Telephony servers & other hardware for High availability and Automatic failover		1 Lot					
	Duplicated Contact Centre server & other hardware for High availability and Automatic failover		1 Lot					
	PRI Card		3 Nos					
	IP Phones with dual NIC ports		10 Nos					
	Head set for Agents		30 Nos					

	L2 switches with basic routing feature supported		3 nos					
	L3 core switch with redundant RPS & advance routing lic		2 nos					
	IP Telephony System Hardware for DR site		1 Lot					
	PRI Card for DR Site		1 No					
Software (P2)	Applications for Duplicated Telephony server for High availability and Automatic failover		1 Lot					
	Applications for Duplicated Telephony gateway for High availability and Automatic failover		1 Lot					
	Licenses for PRI Card (if require)		1 Lot					
	Soft IP Phones		25 Nos					
	Call Centre Inbound Agents		20 Nos					
	Call Centre Outbound Agents		5 Nos					
	Multimedia Agent (Email & Chat)		2 Nos					
	Contact Centre Supervisor		2 Nos					
	Agents Screen POP for Agents		1 Lot					
	Reporting Licenses for agent		1 Lot					
	IP Telephony System Applications for DR site		1 Lot					
Services (P3)	Integration Services &Customization		1 time					
	Support &Maintenance services		1 year					
AMC Lump sum	AMC for 1st year		1 year					
	AMC for 2nd year		1 year					
	AMC for 3rd year		1 year					
Others/Support	Man-hours/days rate		1					
	Man-hours days rate		1					

	for resident engineer							

Note: This list of taxes & duties is indicative and not exhaustive. For each pricing element please provide the applicable taxes and duties

_____ [signature with office seal]

In the capacity of _____[Designation]

Duly authorized to sign this bid for and on behalf of_____[Name of the bidder]

Annexure VIII

System Availability Requirements & Deduction for Non-performance **for** ***technology*** ***of Call Centre at Gurgaon***

Ref: Tender No.: BL/IT/2015-16/CC/T001

These availability requirements are associated with Non-Performance deduction to have desired uptime availability and delivery of service to BL. The availability requirements shall remain effective during warranty period and during AMC (Annual Maintenance Contract) period. Non-Performance deduction during these periods shall be calculated using the formula in respective columns of the following table. The bidder will maintain logs for each of the service provided and shall provide necessary reports which will help in ascertaining the service levels and calculation of Non-performance deduction. The said report should be mutually agreed by BL and Bidders.

BL would provide a maximum of 08 hours of planned downtime for the preventive maintenance (as part of scheduled downtime) per quarter. The downtime for scheduled maintenance (patch application, upgrades – OS, Database, etc.) would need to be mutually agreed between BL and the Bidder. To reduce this time, various maintenance activities can be clubbed together with proper planning. **"Total Hours"** means the total hours over the measurement period i.e. one quarter (24 * number of days in the quarter).

Formula Used:

$$\text{QMC (Quarterly Maintenance Charges)} = \frac{\text{AMC charges}}{4}$$

$$\text{Uptime} = \frac{(\text{Total Working Hours} - \text{Total Down Time Hours}) \times 100}{\text{Total Working Hours}}$$

The deductions would be in reference to the price schedule mentioned in Price Bid

System	Measurement	Expected Minimum Availability (in %)	Actual Availability (in %)	Non Performance Deduction During AMC	Non Performance Deduction During warranty
	Severity Level 1	99.9	< 98.0	5% of QMC	5 % of Base Value of product
	Severity Level 2	95%	<90%	3% of QMC	3% of Base Value of Product
	On severity level 3 &4 of SLA	90%	< 80.0	1% of QMC	1% of Base Value of product

Note: BL reserves the right to revisit the AMC clauses and payment terms

_____ [signature with office seal]

In the capacity of _____[Designation]

Duly authorized to sign this bid for and on behalf of_____[Name of the bidder]

ANNEXURE IX

Service Level Agreementof *for setting up of Call Centre at Gurgaon*

1. **Availability** – 99.9% Uptime of scheduled hours.

Name of Service	Hours of Operations	Maintenance Windows
Call centre at Gurgaon	24 X 7	24 X 7

2. Levels of Problem Severity

Module	Service	Description/ Function	Response
Support for Contact Centre system & adjuncts	Fault Management & Resolution	All problems reported by the customer will be logged by Vendor and an engineer will be assigned to resolve all the problems. Assigned Engineer will respond to the customer for details in order to resolve the problem at the earliest. An arrangement to remotely access the system will be discussed and agreed with Balmer Lawrie to login to the system for Critical & escalated issues for faster & efficient response/resolution.	
	Onsite Break-Fix	For all the faults reported due to any technology failure, **Bidder should** provide replacement of the faulty hardware	
	Moves, Adds, Changes	Bidder should carry out maintenance for Minor Upgrades (patches) as guided by the OEM and required by the Balmer Lawrie. The MAC request can be serviced remotely. However, for any onsite MAC should be part of current proposal. This is applicable for entire contract period.	
	Best practices	Bidder support team should share best support practices with the BL team Technology SPOC, who will be responsible for first level solution administration.	
Replacement of Hardware	Replacement	Any fault in Hardware under scope of services should be replaced as per the committed timeline from confirmation of hardware fault.	
	Responsibility	Responsibility of sending Faulty Hardware to Service Centre (If applicable) will be with Bidder.	
	Return	Balmer Lawrie will return the Standby Hardware during the next down time planned for the respective system after receiving the replacement.	

Service Level Management		The support services delivery should governed by following architecture, positioning the centralized service desk as single point of contact with a 24 X 7 available toll free number. Balmer Lawrie should be able to log their complaint on this central number, following a predefined process, so as to raise a service request. The request should be attended, resolved and escalated as per requirement.	

Level	Type of Problem	Effect on Service
Severity Level 1	**Show-Stopper**	**It is impossible to continue with the application because of the severity of this error / bug. (e.g. – System Failure)**
Severity Level 2	**Major**	**Application can continue and the system will perform with a major departure from agreed business processes. (Entire Module not working)**
Severity Level 3	**Medium**	**Application can continue, but leaving this feature will cause severe disruption to business processes. (A bug in the system)**
Severity Level 4	**Minor**	**Application can continue, but leaving this feature will cause minute disruption to business processes. (A minor error in the system, i.e. General Issues)**

3. Response & Resolution

Description	Response Time	Resolution Time	
Severity Level 1 All critical issues will be addressed by the Parties in 1 hour time and in case not possible to address in the given time, fixed time line will be communicated within 1 hour.	1 Hr.	2 Hrs.	In case issue is not resolved permanently then a work around to be provided for the same with the timeline. The issue needs to be permanently resolved within 48 hrs.
Severity Level 2 All non-critical issues and new feature request will be replied back in 24 hours with feasibility and time line	4 Hrs.	8 Hrs.	In case issue is not resolved permanently then a work around to be provided for the same with the timeline. The issue needs to be permanently resolved within 72 hrs.
Severity Level 3	8Hrs.	2 Days	case issue is not resolved permanently then a work around to

			be provided for the same with the timeline. The issue needs to be permanently resolved within 5 days
Severity Level 4	2 Days	5 Days	case issue is not resolved permanently then a work around to be provided for the same with the timeline. The issue needs to be permanently resolved within 10 days
Parties technical support/Key account will be available over phone on all working days between 9 a.m. to 8 p.m. only, however the technical support will be reachable at all times over emails.			24x7 is Proposed, once the contact centre is live then we will have business running 24x7 ,

4. Support Request

For the purposes of this agreement, a Support Request is generally defined as a request for support to fix a defect in existing application code or a request for support that involves assistance with application. The severity of the problem will be decided by the customer.

5. Customer Support

a. E-mail
b. Telephone, Fax, Chat (if required)
c. On call Service Engineer
d. User Manual

6. Customer Support Resolution Process

If any problem cannot be solved immediately by Bidder, the issue is noted down and BL person responsible is contacted when the issue is solved. The BL person responsible might be contacted if additional information is required. For severity level I, II and III the problem is to be solved immediately without any break i.e 24 X 7

If the problem cannot be solved immediately then temporary arrangement is to be made by solution provider so that the business process does not gets hampered or come to halt.

Support Services	Telephone Technical Support		Access to Live Agents at Support Centre should be 7/24/365	
	On-Site Engineering Services		Service Availability should be 24X7 Response Time should be within 2 hours	

	Single Point of Contact		Bidder should assigns a full time Support Manager as the single point of contact for Balmer Lawrie. Support Manager will be responsible for following: • Ensuring on time replacement. • Arranging Standby Hardware, whenever possible. • Tracking Complaint status and periodic update to customer. • Provide regular updates to customer contact.	
Fault Notification	Contact Bidder to report a fault		All complaints related to services should be logged on a Phone number, which will direct all the calls to the centralized Technology Helpdesk. The helpdesk should be operational 24 X 7 and can be reached using email or bidder company website.	
	General Details		The Helpdesk agent should log the complaint by providing information and share the complaint ID	
	Service Request Number		The Service Desk Agent should provide a Service Request Number which BL team will refer in any correspondence related to this case, and which BL will refer when wish to make enquiries about the progress of the case. The service request number should be communicated immediate via phone & email.	
Severity Level Definitions	Critical		Complete loss of a core organizational or business process where work cannot reasonably continue. Catastrophic impact on business. Production cannot move forward with the product until the issue is resolved. The issue may be caused by a critical failure that causes data failure or precludes the use of function of the product.	
	Major		High impact on organizational or business processes. Operation of an existing network is severely degraded, or significant aspects of customer's business operation are negatively impacted by inadequate performance of the products. Inability to deploy a key feature or function. Product usage is affected, but can continue for a reasonable amount of time before the problem becomes catastrophic.	
	Minor		Minimal organizational or business impact. Anything which is not Out of service or Major is classified as Minor.	

Escalation and Notifications			Bidder should ensures that all that the stake holders are notified on timely manner on the status of event/ticket. Bidder should notifies during following events: **Logging of ticket.** **Status change of ticket.** **Support engineers initiated notifications.** In order to ensure issues are resolved within SLA, Bidder should use escalation mechanisms	
	Hierarchical or Vertical Escalation		Management escalation which allows based on the Severity of the incident and amount of time which has elapsed since the Incident was logged. This escalation matrix should spans from the Team Leader of the team to VP – Services and helps in getting the management attention.	
	Horizontal Escalation or Functional Escalation		Horizontal Escalation or Functional Escalation should be based on the Severity of the incident and amount of time spent by Technical Support Tier. This escalation matrix propels the incident Ticket to be worked by the next level of Technical Expertise if the issue has not been resolved or workaround provided by the previous Tier of the Technical Support Team.	

7. Support of Releases

New Releases

All new products shall go through a period of controlled release before being issued for general availability. Contractor will always notify BL when a release becomes generally available, and point out the enhancements and features included in the new software.

_____ [signature with office seal]

In the capacity of _____[Designation]

Duly authorized to sign this bid for and on behalf of_____[Name of the bidder]

MANUFACTURER'S AUTHORIZATION FORM

Ref No –

Dated –

To,

The Manager
Balmer Lawrie & Co. Ltd.
21, Netaji Subhas Road,
Kolkata, 700001, WB

Ref: Tender No _____

We _____ (name of manufacturing company), who are official manufacturers of contact centre and networking components and having production facilities at _____ (address of the factory) do hereby authorize M/s. _____ (name of the bidder with address) as an authorized sales & service business partner of _____(name of the manufacturing company) to quote, negotiate and sale of up-to 20kVA UPS system.

We also confirm that we will provide the necessary product support as per Tender Warranty Terms even in absence of Bidder.

Yours Faithfully,

For _____ (name of the manufacturing company)

(Name of Manufacturers)

Note – This letter of authority should be on the letterhead of the manufacturer and should be signed by a person having the power of attorney and notarized copy of power of attorney is to be furnished along with MAF.